

Office of the **INDIANA** ATTORNEY GENERAL

It is the duty of the attorney general and his staff to protect Hoosiers' rights as consumers. That includes citizens' rights to enjoy peace and quiet in their homes and businesses – free from interruptions by unwanted telemarketers and blast faxes. To that end, the Telephone Privacy Division enforces Indiana's Do Not Call and Do Not Fax laws. These laws were enacted to protect Hoosiers from annoying and costly invasions of privacy.

Telephone **PRIVACY** DIVISION



Attorney General Greg Zoeller
Serving Indiana
...and justice for all



Office of the Indiana Attorney General
Telephone Privacy Division

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www.IndianaConsumer.com

DO NOT CALL LAW

HOW IT WORKS

Although residents can add their numbers at any time, the privacy list is officially updated quarterly by the attorney general's office. If telemarketers call any number on the list, they face a variety of penalties.

Personal information regarding residents on the list is kept confidential, and used only for managerial purposes.

ADD YOUR NUMBER TO THE LIST

Stopping the unwanted calls is easy. You can register any residential phone number listed in your name to the privacy list 24 hours a day, seven days a week. The list is then updated quarterly. So in just a few minutes, you can stop annoying interruptions at home.

There are two ways to add your number to the list, and they're both completely free:

You can contact the privacy list call center at 1.888.834.9969. A representative will then ask you some basic information regarding your home phone number, name and address, and add you to the list.

Or, if you have access to the Internet, you can visit www.IndianaConsumer.com and follow the telephone privacy links to register online.

WHO CAN CALL YOU – AND WHO CAN'T

Most telemarketers are forbidden from calling numbers on the privacy list. So once your phone number is added, calls from telemarketers should stop immediately. But remember, the list is officially updated four times a year. So calls will stop when the list is updated – not when your number is registered.

There are four exceptions, however. You might still receive calls from charitable organizations, newspapers, insurance agents and Realtors®. Privacy list legislation allows these groups to continue to make sales calls.

OTHER DO-NOT-CALL LISTS

Although many states have “do-not-call lists”, Indiana's is one of the most restrictive on telemarketers. In fact, *Time* magazine featured Indiana's list in a recent article, noting the tenacity with which Indiana prosecutes violators.

There is also a national “do-not-call” list on which Indiana citizens can register. But the Indiana Telephone Privacy List offers more protection against unwanted telemarketing calls.

DO NOT FAX LAW

ABOUT THE LAW

Across the state, citizens have spoken out against unsolicited faxes that waste ink and paper in homes and businesses. In 2006, the Indiana General Assembly unanimously passed a law that allows the Indiana Attorney General to take action against these annoying and costly solicitations.

The Deceptive Consumer Sales Act prohibits sending an unsolicited advertisement to a telephone facsimile machine. The law applies only to those facsimile messages that constitute “unsolicited advertisements.” The statutory prohibition applies to advertisements sent both to residential and business facsimile numbers. The new provision went into effect on Jan. 1, 2007.

HOW IT WORKS

Unlike the Do Not Call law, the Do Not Fax law does not require people to register their fax numbers. The law applies to every fax number in the state.

Hoosiers who wish to file a complaint about an unsolicited advertising fax should provide the attorney general a copy of the fax along with a completed complaint form.

WHAT YOU CAN DO ABOUT UNSOLICITED FAXES

The Indiana Attorney General's office is committed to ensuring that Indiana's Do Not Fax law is enforced.

You may file a complaint with our office if you receive an unsolicited fax that you believe has violated the law. We request that you fill out a complaint form and provide us a copy of the unsolicited fax. The complaint form is available online at www.IndianaConsumer.com. Once you've completed the complaint form, we ask that you print it out, and mail it to us with a copy of the unsolicited fax. Please mail your complaint to: Indiana Attorney General's Office, Telephone Privacy Division, 302 W. Washington St., Indianapolis, IN 46204.

You may also file your complaint with the Federal Communications Commission at www.fcc.gov/cgb/complaints.html, or by calling the FCC's Consumer Center at 1.888.CALL.FCC (1.888.225.5322) voice or 1.888.TELL.FCC (1.888.835.5322) TTY, or send your complaint to: Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street, SW, Washington, DC 20554.